



# **Troubleshooting Guide**

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This guide provides helpful hints and solutions for troubleshooting possible hardware and software problems.

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**WARNING:** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

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**CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

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## Help & Support

This chapter provides information for identifying and solving common problems that may occur with your computer. You can easily diagnose and solve many computer problems on your own without contacting a Compaq Support Specialist.

If you have a computer problem or question, check the following resources for answers:

- Review this “Help & Support” chapter for suggestions to solve the problem.
- Press the Easy Access **Help ?** button on your keyboard to access the built-in Compaq Help & Support Center, where you can find information about your computer and computer-related peripherals as well as links to online technical help.
- Visit the Compaq Help & Support Web site at:  
**[compaq.com/consumersupport](http://compaq.com/consumersupport)**
- Contact a Compaq Support Specialist at the telephone number listed in your Limited Warranty.



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The Web sites listed in this chapter may be specific to certain geographic regions and English only.

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## Preventative Care and Maintenance

Your computer is equipped with an integrated help and assistance tool from Microsoft and Compaq, providing simple click access to built-in product information, preventative care and maintenance assistance, and Web links to online support and technical information. Press the Easy Access **Help ?** button on your keyboard to access the Compaq Help & Support Center.

- **Prevent unnecessary data loss:** Protect your valuable data and system files from possible damage by utilizing the virus protection software available on your computer along with backing up important data and programs.
- **Undo harmful or unintended changes to your system:** Your computer comes with restore features to help protect your computer from unnecessary downtime. Return your computer to its optimal state using one of the provided restore features.
- **Adjust your startup resources to improve performance:** Compaq has engineered an exclusive utility, called a Virtual Technician, which helps you safely manage your computer's system performance and resources.
- **Troubleshoot modem or Internet connection issues:** Test your modem line connection for slow or poor connection speeds, as well as troubleshoot common modem problems.
- **Improve hard drive performance:** Perform a series of easy tasks to help remove unwanted files, repair simple hard drive errors, increase the amount of free space on your hard drive, and improve the overall speed and performance of your computer.
- **Reprogram your Easy Access buttons:** Launch your favorite programs and Web sites by easily reprogramming the Easy Access Buttons (select models only) on your Compaq keyboard.
- **Receive automatic delivery of drivers, software updates, and fixes:** Receive notifications and automatic updates to help improve functionality and ensure your computer runs at peak performance.
- **Learn more about how to replace end-user parts:** The End User Replaceable Parts Program (not available in all regions) is part of the Limited Warranty. Leveraging the easy access design, the End User Replaceable Parts Program enables you to easily service your own computer.

## Online Service and Support

For rapid access to accurate service and support solutions, go to **compaq.com/consumersupport**. Whether you are a novice or technical expert, knowledge, information, and assistance are available when and where you need them.

- **Need access to drivers and product documentation?** Find original product drivers, the latest updates and software fixes, warranty information, and product documentation.

**web14.compaq.com/falco/sp\_list.asp**

- **Join the Compaq Customer Communities:** Where novices to technical experts collaborate to share knowledge, information, and assistance. Participate in existing product discussions, review commonly asked questions, and answer or post new questions to a community of users.

**compaq.com/communities**

- **Open an online service event with a Compaq Support Specialist:** Do you have a product warranty issue or need to contact a technical expert? Contact Compaq online for the fastest time to a solution. To ensure proper handling of your service event, please include your:

- ☐ Product model number
- ☐ Product serial number
- ☐ Date of purchase
- ☐ Detailed description of your issue or question

**compaq.com/athome/support/consumeremail.html**

## How to Access Help

The first step when you need help is to press the **Help ?** button on your keyboard, giving you access to an integrated help and assistance tool from Microsoft and Compaq. The Compaq Help & Support Center provides a wealth of help and assistance when you need:

- Answers to questions about your hardware or software
- Help installing new peripherals or software applications
- A resolution to a hardware or software problem or error
- To restore your computer and undo harmful changes
- Access to the latest drivers, updates, and downloads

If you want interactive help or didn't find exactly what you were looking for, go to the Compaq Help & Support Web site at **compaq.com/consumersupport**. The Compaq Help & Support Web site is the fastest way to find accurate solutions by providing:

- Original product drivers and the latest software updates
- Warranty information and product documentation
- Questions, answers, and insights through the Compaq Customer Communities, **compaq.com/communities**
- E-mail responses from a Compaq Support Specialist

If additional methods of getting assistance and resolving a problem are needed, try the following:

- Contact a Compaq Support Specialist at the telephone number listed in your Limited Warranty with the following information available:
  - ☐ Product model number
  - ☐ Product serial number
  - ☐ Date of purchase
- Restore the operating system and software to its original state as when you purchased the computer by using your Compaq Restore Kit. Refer to your Compaq Restore Kit for complete instructions on using this feature.

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## Solving Minor Problems

Before contacting a Compaq Support Specialist, keep in mind that the information needed to correct the problem may be at your fingertips. Try pressing the Easy Access **Help ?** button on your keyboard. This button accesses important help and support information and tools.

Information in this section is divided into three areas: Symptom, Problem, and Solution.

The **Symptom** indicates the sign or warning message for the type of problem you are having. The **Problem** identifies one or more reasons why the symptom may have occurred. The **Solution** describes what you should do to try to solve the problem.



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Some of the symptoms listed for certain troubleshooting problems will not apply to your computer. For problems relating specifically to the monitor or printer, refer to the documentation that came with the equipment.

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## Audio

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Symptom	Problem	Solution
No sound	Speaker cables are not properly connected.	Turn off your computer using the normal “Turn Off Computer” procedure. Reconnect the speakers. Refer to the <i>Speaker Options</i> poster for instructions.
	Volume is muted.	<ol style="list-style-type: none"><li>1. On the Windows desktop, click <b>Start</b> then click <b>Control Panel</b>. The Control Panel window is displayed.</li><li>2. Click <b>Sounds, Speech, and Audio Devices</b> then click <b>Sounds and Audio Devices</b>.</li><li>3. Click the <b>Mute</b> check box to remove the check mark from the box.</li></ol>
	Computer is in Stand By mode.	Press the <b>Power</b> button to resume from Stand By mode.

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**CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW Drive**

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Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive cannot read a disc or takes too long to start.	CD has been inserted upside down.	Re-insert the CD with the label facing up.
	The DVD-ROM drive takes longer to start because it has to determine the type of media being played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed in this topic.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available from most computer stores.

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**CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW Drive (*Continued*)**

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Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive cannot read a disc or takes too long to start. (continued)	Windows does not detect CD-ROM or DVD-ROM driver.	<ol style="list-style-type: none"><li>1. On the Windows desktop, click <b>Start</b> then click <b>Control Panel</b>. The Control Panel window is displayed.</li><li>2. Click <b>Performance and Maintenance</b> then click <b>System</b>.</li><li>3. Click the <b>Hardware</b> tab then click the <b>Device Manager</b> button.</li><li>4. Click the plus sign + next to the CD/DVD-ROM drives, and select the drive you are having a problem with.</li><li>5. Click the <b>Action</b> menu item and select <b>Uninstall</b>.</li><li>6. Restart your computer, and let Windows detect the CD or DVD driver.</li></ol>
Recording audio CDs is difficult or impossible.	Wrong or poor quality media type.	Verify that you are using the correct media for the drive. Try a different brand of media. Quality varies widely between manufacturers.

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**Diskette Drive**


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Symptom	Problem	Solution
Unable to read the diskette.	A non-formatted diskette has been inserted.	<p>To format the diskette:</p> <ol style="list-style-type: none"> <li>1. On the Windows desktop, click <b>Start</b> then click <b>My Computer</b>. The My Computer window is displayed.</li> <li>2. Right-click on the <b>3 1/2 Floppy (A:)</b> icon.</li> <li>3. Select <b>Format</b> from the pop-up menu.</li> <li>4. Select the desired options and click <b>Start</b> to begin formatting the diskette.</li> </ol>
	Diskette is damaged.	Replace the diskette with a new one.
"Invalid system disk" message is displayed.	A diskette has been left in the drive.	When drive activity stops, remove the diskette and press the <b>Spacebar</b> . The computer should start up.
	Diskette error has occurred.	Restart your computer by pressing the <b>Power</b> button.
Diskette drive light stays on.	Diskette has been improperly inserted.	Remove the diskette and reinsert it as follows: Insert the edge with the sliding cover into the drive, face up, and push the diskette all the way in until it stops.

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**Diskette Drive (*Continued*)**

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Symptom	Problem	Solution
Diskette drive light stays on. (continued)	Diskette drive is damaged.	Press the <b>Help ?</b> button on the keyboard to access the Compaq Help & Support Center or refer to your Limited Warranty for details.
Diskette drive cannot save information to the diskette.	Diskette is not formatted.	To format the diskette: <ol style="list-style-type: none"><li>1. On the Windows desktop, click <b>Start</b> then click <b>My Computer</b>. The My Computer window is displayed.</li><li>2. Right-click on the <b>3 1/2 Floppy (A:)</b> icon.</li><li>3. Select <b>Format</b> from the pop-up menu.</li><li>4. Select the desired options and click <b>Start</b> to begin formatting the diskette.</li></ol>
	Diskette is write-protected.	Slide the write-protection tab to the unlocked position on the diskette.
	Diskette is full or the file is too big.	Use another diskette or compress the file to reduce the size.
	Diskette is damaged.	Replace the damaged diskette.
	File Save command not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.

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**Diskette Drive (*Continued*)**

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Symptom	Problem	Solution
Diskette drive cannot read a diskette.	Diskette drive has failed.	Press the <b>Help ?</b> button on the keyboard to access the Compaq Help & Support Center or refer to your Limited Warranty for details.
	Diskette is not formatted.	To format the diskette: <ol style="list-style-type: none"><li>1. On the Windows desktop, click <b>Start</b> then click <b>My Computer</b>. The My Computer window is displayed.</li><li>2. Right-click on the <b>3 1/2 Floppy (A:)</b> icon.</li><li>3. Select <b>Format</b> from the pop-up menu.</li><li>4. Select the desired options and click <b>Start</b> to begin formatting the diskette.</li></ol>
Drive not found.	Cable is loose.	Press the <b>Help ?</b> button on the keyboard to access the Compaq Help & Support Center or refer to your Limited Warranty for details.

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**Hard Drive**

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Symptom	Problem	Solution
Computer seems to be locked up.	Program in use has stopped responding to commands.	Attempt the normal Windows “Turn Off Computer” procedure. If this fails, press the <b>Power</b> button for four or more seconds to turn off the power. To restart your computer, press the <b>Power</b> button again.
Hard drive error message is displayed.	Part of hard drive has failed or is about to fail.	Press the <b>Help ?</b> button on the keyboard to access the Compaq Help & Support Center or refer to your Limited Warranty for details.

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**Display (Monitor)**

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Symptom	Problem	Solution
 If you encounter display problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.		
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is not turned on.	Press the <b>Power</b> button on the front of the monitor.
Screen is blank.	Monitor connector cable is not properly connected to the back of the computer.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the computer.

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**Display (Monitor) (Continued)**

Symptom	Problem	Solution
Screen is blank. (continued)	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	Computer is in Stand By mode.	Press the <b>Power</b> button to resume from Stand By mode.

**Hardware Installation Problems**

Symptom	Problem	Solution
A new device is not recognized as part of the system.	Device is not seated or connected properly.	Ensure that the device is properly and securely connected and the pins in the connector are not bent down.
	Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and the pins in the cable or connector are not bent down.
	Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.

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**Hardware Installation Problems (*Continued*)**

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Symptom	Problem	Solution
A new device is not recognized as part of the system. (continued)	When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
	A plug and play board may not automatically configure when added if the default configuration conflicts with other devices.	Deselect the automatic settings in the Operating System for the board and choose a basic configuration that doesn't cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict.

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**Internet Access**

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Symptom	Problem	Solution
Cannot connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying the following connections: telephone line to telephone (for external phone sets) and telephone line to wall jack (from computer to wall).
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.

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**Internet Access (*Continued*)**

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Symptom	Problem	Solution
Cannot automatically launch Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP and launch the desired program.
Internet takes too long to download Web sites.	Modem is not set up properly.	<p>Verify that the correct modem speed and COM port are selected:</p> <ol style="list-style-type: none"><li>1. Click <b>Start</b> then click <b>Control Panel</b>. The Control Panel window is displayed.</li><li>2. Click <b>Printers and Other Hardware</b>.</li><li>3. Click <b>Phone and Modem Options</b>.</li><li>4. Select the <b>Modems</b> tab then click the <b>Properties</b> button.</li><li>5. Under <b>Device status</b>, verify the modem is working properly.</li><li>6. Under <b>Device usage</b>, verify the modem is enabled.</li><li>7. If there are further problems, click the <b>Troubleshoot</b> button and follow the on-screen instructions.</li></ol>

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**Power**

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Symptom	Problem	Solution
Computer will not turn on.	Line voltage selection switch is not in the proper position for your region (115V/230V).	Set the line voltage selection switch to the correct setting for your region, or call Compaq Technical Support for assistance. Refer to your Limited Warranty for details.
	Computer is not connected to an external power source.	Connect to an external power source. Ensure that cables connecting the computer to the external power source are plugged in properly.
	Drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
“Illegal Operation has Occurred” error message is displayed.	Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
	Configuration files are corrupt.	If possible, save all data, close all programs, and restart your computer. If the error message returns, press the <b>Help ?</b> button on the keyboard to access the Compaq Help & Support Center and select <b>Undo harmful or unintended changes to your system.</b>

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**Power (Continued)**

Symptom	Problem	Solution
Computer will not start.	System files may have been damaged.	Refer to your Compaq Restore Kit or your Limited Warranty for details.
	Wrong memory modules were used in the upgrade, or memory modules were installed in the wrong location.	Reinstall the old memory to return your computer to its original state.
	Hard drive is damaged.	Refer to your Limited Warranty for details.
Computer appears locked up and won't turn off when the power button is pressed.	Software control of the power switch is not functional.	Press and hold the power button for at least 4 seconds until the computer turns off.
Computer powered off automatically.	The unit temperature was exceeded. The fan may be blocked.	<ol style="list-style-type: none"> <li>1. Unit is in an exceedingly hot environment. Let it cool down.</li> <li>2. Ensure computer air vents are not blocked and internal fan is running.</li> </ol>
	The unit temperature was exceeded because the computer was functioning with the cover or access panel removed.	Replace cover or access panel, and let the computer cool down before attempting to turn on power to the computer.
	Processor or system fan has failed.	Contact a Compaq Support Specialist.

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**Keyboard and Scroll Mouse**

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Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the computer.	Keyboard connector is not properly connected.	<ol style="list-style-type: none"><li>1. On the Windows desktop, click the <b>Start</b> button.</li><li>2. Click <b>Turn Off Computer</b>. The Turn Off Computer dialog box is displayed.</li><li>3. Select <b>Turn Off</b>.</li><li>4. After the shutdown is complete, reconnect the keyboard to the back of your computer and restart your computer.</li></ol>
	Program in use has stopped responding to commands.	Shut down your computer using the mouse. If your mouse cannot activate a shutdown, refer to the problem below: "Mouse connector is not properly plugged into the back of the computer."
	Keyboard is damaged.	Refer to your Limited Warranty for details.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.

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**Keyboard and Scroll Mouse (*Continued*)**

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Symptom	Problem	Solution
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the computer.	<p>Shut down your computer using the keyboard:</p> <ol style="list-style-type: none"><li>1. Press the <b>Ctrl</b> and <b>Esc</b> keys at the same time (or press the <b>Windows logo</b> key) to display the <b>Start</b> menu.</li><li>2. Use the up or down arrow key to select <b>Turn Off Computer</b>, and then press the <b>Enter</b> key.</li><li>3. Use the up or down arrow key to select the <b>Turn Off</b> option, and then press the <b>Enter</b> key.</li><li>4. After the shutdown is complete, plug the mouse connector into the back of your computer and restart your computer.</li></ol>
	Program in use has stopped responding to commands.	<p>Shut down your computer using the keyboard. Refer to the preceding problem “Mouse connector is not properly plugged into the back of the computer” for details about shutting down using the keyboard.</p>

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**Keyboard and Scroll Mouse (*Continued*)**

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Symptom	Problem	Solution
Mouse will only move vertically or horizontally.	Mouse roller ball is dirty.	Remove roller ball cover from bottom of mouse and clean with mouse cleaning kit available from most computer stores.
	Mouse needs repair.	See your Limited Warranty for details.

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**Wireless Wheel Mouse**

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Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Receiver is not connected properly.	Try unplugging then reconnecting the receiver cable to your computer. The receiver cable goes into the computer's USB port or, with an adapter, into the PS/2 mouse port.
	Batteries are not installed properly.	Reinstall the batteries according to the diagram inside the battery compartment.
	Communication between receiver and mouse not established.	Press the <b>Connect</b> button on the receiver, then press the <b>Connect</b> button under the mouse.

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**Wireless Wheel Mouse (Continued)**

Symptom	Problem	Solution
Poor reception.	Receiver too close to other electrical devices.	Place the receiver at least 8 inches or 20 centimeters away from other electrical devices, such as the computer, the computer monitor, or external storage devices.  If you are working on a metallic surface, try turning the receiver on its side.
Mouse stops functioning.	Batteries are low.	Replace the batteries.

**USB Optical Mouse**

Symptom	Problem	Solution
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging then reconnecting the mouse cable to your computer. The mouse cable goes into the computer's USB port.
	USB port is not working.	Plug the mouse cable into a different USB port on your computer.
Mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaced, glass, or other see-through surfaces will inhibit the ability of the sensor to track the cursor.	Place the mouse on a mousepad or white sheet of paper.

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## Memory

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Symptom	Problem	Solution
Insufficient memory message is displayed.	All memory in the computer is being used by open programs, and memory is needed for a desired task.	<ol style="list-style-type: none"><li>1. Press the <b>Help ?</b> button.</li><li>2. Select <b>Adjust your startup resources to improve performance</b> and/or <b>Improve your hard drive performance</b>.</li><li>3. Follow the on-screen instructions.</li></ol>

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## Miscellaneous

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Symptom	Problem	Solution
Computer date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 3–5 years.	First, reset the date and time in your operating system. If the problem persists, replace the RTC battery. Contact a Compaq Support Specialist.
Printer problems.	Printer will not print.	If you encounter printer problems, refer to the documentation that came with your printer.

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